



## DIRECT DEBIT AMENDMENT/CANCELLATION

NAME AND CONTACT DETAILS

Name of Customer(s) \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Email Address \_\_\_\_\_

Phone - Home \_\_\_\_\_ Phone - Mobile \_\_\_\_\_

BANK ACCOUNT DETAILS  
\*\*No Credit Cards accepted

Name(s) on Account \_\_\_\_\_

Financial Instituion \_\_\_\_\_ Branch \_\_\_\_\_

BSB Number \_\_\_\_\_ Account Number \_\_\_\_\_

PROPERTY DETAILS

Property Address \_\_\_\_\_

Assessment Number \_\_\_\_\_

Debtor Number \_\_\_\_\_ (if applicable)

CANCELLATION OF DIRECT DEBIT

Please cancel my Direct Debit for Rates on the above property effective \_\_\_\_\_

Please cancel my Direct Debit for Water on the above property effective \_\_\_\_\_

Please cancel my Direct Debit for the above Debtor Account effective \_\_\_\_\_

CHANGE OF DIRECT DEBIT AMOUNT OR FREQUENCY

RATES - Total annual amount for current financial year

RATES - Quarterly Instalments

RATES - Amount to be paid \$ \_\_\_\_\_ Weekly/Monthly/Fortnightly (please nominate)

WATER - Payment in Full (total amount as detailed on account)

WATER - Amount to be paid \$ \_\_\_\_\_ Weekly/Monthly/Fortnightly (please nominate)

DEBTOR - Payment in Full (total amount as detailed on account)

DEBTOR - Amount to be paid \$ \_\_\_\_\_ Weekly/Monthly/Fortnightly (please nominate)

Please tick preferred payment option

Date Effective (Friday) \_\_\_\_\_ Final Payment Date \_\_\_\_\_

TERMS AND CONDITIONS

I/We understand and acknowledge the following;

- I/We authorise Federation Council to arrange for funds to be debited from my/our account at the financial institution identified above and as prescribed above through the Bulk Electronic Clearing System (BECS), and the financial institution to release information allowing the Debit User to verify the above mentioned details.
- This authorisation will remain in force in accordance with the terms as described in the Service Agreement. (see reverse for details)
- I/WE understand that it is my/our responsibility to provide written notification of any amendment or cancellation relating to this authority, or on sale or transfer of the property. I/we understand that Federation Council will not be held responsible for any action or financial loss arising from failure of such notification.

AUTHORITY

Signature 1 \_\_\_\_\_ Signature 2 \_\_\_\_\_

Date \_\_\_\_\_

## DIRECT DEBIT SERVICE AGREEMENT

This Direct Debit Request ('DDR') Service Agreement is between the Direct Debit User (Federation Council ID No 025931) and you (the Customer). All notices for rates and charges will continue to be issued in accordance with the provisions of Section 546 of the Local Government Act, 1993.

### FEDERATION COUNCIL'S COMMITMENT TO YOU

- Council will provide a minimum of fourteen (14) days notice to change the terms of this agreement.
- A copy of your DDR will be made available to you upon written request.
- All customer information is kept confidential in accordance with Council's Privacy Policy
- Any debit due to be drawn on a non-business day will be drawn from your nominated financial institution account on the next business day.

### YOUR COMMITMENT TO FEDERATION COUNCIL

- The Direct Debit Request must be submitted to Council no less than five (5) days prior to the date of extraction of the initial direct debit amount.
- It is your responsibility to ensure that the nominated account can accept Direct Debits.
- It is your responsibility to ensure that sufficient clear funds are available in the nominated account on any due date to meet the drawing.
- The customer will provide Federation Council with written notification, giving a minimum of five (5) days notice before the next required payment, of any changes to the nominated account. Failure to do so may incur a dishonour fee.
- It is the customer's responsibility to arrange a suitable payment method if Federation Council cancels the drawing arrangements due to breach of this service agreement.

### YOUR RIGHTS

- Any disputed transaction should be referred to Federation Council. An explanation will be supplied within seven (7) working days.
- You may cancel/amend or defer this DDR provided a minimum of five (5) days notice is given before the next required payment date. Written notification is required for any cancellation, amendment or deferment to this DDR. A Request to Cancel or Adjust Direct Debit Authority Form is available at any of Council's Offices or online through council's website

### OTHER INFORMATION

- The customer is advised to check their account details with their financial institution before completing this DDR.
- Direct Debit through BECS, is not available on all accounts. If you are in doubt please check with your financial institution prior to completing this DDR.
- Federation Council reserves the right to cancel this DDR if three (3) drawings are dishonoured by your Financial Institution. It is the customer's responsibility to arrange an alternate payment method. Any debit which is dishonoured will be reversed from the rate, water and/or debtors account and may incur a dishonour fee.